

ITIL

It Infrastructure Library

What is ITIL (IT Infrastructure Library)?

ITIL is a process based approach to IT service management, which focuses attention on key activities and optimized service quality, within a reasonable and justifiable cost. ITIL has become the most comprehensive and widely accepted IT process management framework in the world.

Improving IT service perception and cost to internal customers is a key goal of best practice. ITIL aims to change the perception of IT as a cost center providing little measurable business value, to a facilitator of continuous process improvement, incorporating Service Level Agreements (SLAs) to improve customer communication and manage expectations.

The IT Infrastructure Library, ITIL, is a set of best practices for IT. It is generally divided into two main areas, Service Support and Service Delivery. These in turn consists of a number of 'ITIL Disciplines'.

ITIL was created by the UK government's CCTA. It is now very widely used, and supported by a range of materials and training course (including exams and certification).

Service Support comprises those disciplines that enable IT Services to be provided. The 5 recognized disciplines are:

Configuration Management

This is the implementation of a database (Configuration Management Database - CMDB) that contains details of the organization's elements that are used in the provision and management of its IT services. This is more than just an 'asset register', as it will contain information that relates to the maintenance, movement, and problems experienced with the Configuration Items.

Problem Management

Problem Management is the resolution and prevention of incidents that affect the normal running of an organization's IT services.

Change Management

Change Management is the practice of ensuring all changes to Configuration Items are carried out in a planned and authorized manner.

Help Desk

The Help Desk is very often the first contact users have in their use of IT Services when something does not work as expected.

Software Control and Distribution

This is the management of software development, installation and support.

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Service Delivery is the management of the IT services themselves. The 5 recognized disciplines are:

Service Level Management

Service Level Management is the primary management of IT services, ensuring that agreed services are delivered when and where they are supposed to be delivered.

Capacity Management

Capacity Management is the discipline that ensures IT infrastructure is provided at the right time in the right volume at the right price, and ensuring that IT is used in the most efficient manner.

Contingency Planning

Contingency planning is the process by which plans are put in place to ensure that IT Services can recover and continue should a serious incident occur.

Availability Management

Availability Management is the practice of identifying levels of IT Service availability for use in Service Level Reviews with Customers.

Cost Management for IT Services

Cost Management is the discipline of ensuring IT infrastructure is obtained at the most effective price (which does not necessarily mean cheapest), and calculating the cost of providing IT services so that an organization can understand the costs of its IT services.